

Oregon Cascades West Council of Governments

Seamless Transit Experience

Work plan

7 March 2020

Introduction

This work plan, or scope of work, applies to the Seamless Transit Project (Seamless) the Oregon Cascades West Council of Governments (OCWCOG) applied for as part of the Statewide Transportation Improvement Fund (STIF) through the Oregon Department of Transportation (ODOT).

This project, while led by OCWCOG, is in close partnership with the transit agencies of our region including Lincoln County Transit, Benton County Transit, Corvallis Transit, Albany Transit including Linn Benton Loop, the Linn Shuttle and LINX of Lebanon. We have also engaged with Oregon State University, and NWOTA. We are using a participatory decision-making approach to the project, in that we receive buy in from all stakeholders prior to moving forward. This may result in changes to the original scope of work or this workplan.

General good practice for implementing new technologies, services or products is to provide 18-24 months for it to become routine. Shorter than this can miss seasonal changes, or demonstrate to the public it's only a short-term demonstration project. The workplan is developed with this in mind and extends out to 2022.

The project is divided into six tasks split between two phases. The first three tasks expand on services OCWCOG already offers through its Non-Emergent Medical Transportation (NEMT) program. The second three tasks aim to provide a "Seamless Transit Experience," to the general public. With seven agencies across three counties, making transit easier to use should expand the rider base and improve experiences for existing riders.

Task 1: Integrated Paratransit Eligibility

Initially written into the grant application as a centralized paratransit eligibility, this task will explore if transit providers are interested in having OCWCOG complete their paratransit eligibility process. \

Task 2: Expansion of Driver Training Programs

This task will expand on the driver training OCWCOG currently offers to our Medicaid NEMT providers. Providing more options for local agencies will improve the traveler experience as well as customer services.

Task 3: Expansion of Travel Training Program

Expanding travel training to the general public offers an immediate way to reduce the demand on paratransit services. This task will involve working directly with potential riders to show them how to use public transit, in addition to attending outreach events to capture folks not currently riding but could benefit (students, older adults, etc.).

Task 4: Centralized Information Portal

With seven agencies across three counties, it can be challenging to understand how all of the transit systems connect. OCWCOG will develop and host a website that has all of the regional transit routes and information on their fares, tickets and schedules. This could be in collaboration with NWOTA's centralized website, or in addition to it.

Task 5: Real Time Vehicle Information

Knowing when a bus will come or has already left can be a key attraction for new transit riders. This task will work with GTFS and GTFS-rt data to add GPS location (aka AVL) hardware to all the buses in the three-county region. Working with Swiftly, or an equivalent vendor, OCWCOG will group procure a contract to develop GTFS feeds and subsequent public facing real time vehicle information.

Task 6: Mobile Ticketing

Mobile ticketing is a key element of this project. OCWCOG will work with our stakeholders to procure a mobile ticketing vendor that will complement existing ticketing services. The mobile application will **have options** to buy tickets for each individual agency, as well as a regional ticket, enabling riders to use multiple systems on one ticket.

See schedule on attached sheet.

